



The Role of Parole Officers in the Rehabilitation of Offenders: A Case Study of Punjab Pakistan

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ABSTRACT

The article discusses the vital role of parole officers in rehabilitating offenders in Punjab, Pakistan, highlighting the need to balance public safety with the reintegration of offenders into society. It reviews parole officers' responsibilities, including supervision, providing behavioral guidance, and collaborating with rehabilitation programs. Data for this study was collected qualitatively through interviews with 16 experienced parole officers in Punjab using an interview guide. Thematic analysis and a phenomenological approach were used to analyze the qualitative data. Respondents shared the responsibilities and challenges faced by parole officers in offender rehabilitation. The results indicate that. Parole officers monitor offenders' behavior to support their reintegration into society while ensuring public safety. This role requires balancing responsibility, empathy, and law enforcement to promote rehabilitation and reduce recidivism.

Keywords: Role, Parole, Officer, Rehabilitation, Offender, Punjab Pakistan.

Introduction

The work of parole officers is a beacon of hope to the people seeking redemption and a second chance in the society following a prison stint in the mis Python of criminal justice reform. Their tasks also are not confined to surveillance and they are also engaged in rehabilitation to curb recidivism. They have to balance the safety of the community with the wellbeing of the offender, and as such, play the roles of mentor, advocate and enforcer, facilitating the process of re-integration. They also help in following up on the conditions of release as well as connecting them to the necessary resources like education, employment and counseling, which demonstrate a strong faith in the ability to change (McNally, 2019).

Rehabilitation of the offenders is an essential feature of the contemporary criminal justice systems worldwide. It tries to achieve the goals of balancing the safety of the people with the effective reintegration of the individuals into the society as productive citizens. Parole officers are very instrumental in this process as they create a transition between the prison and the community. Their role extends beyond mere supervision; they are also responsible to offer rehabilitation, guidance, and advocacy of resources that can aid in minimizing recidivism and long-term desistance of crime (Cox, 2024).

Parole as a rehabilitative mechanism is a concept that has developed throughout the decades in the whole world. In the developed world, such as United States, United Kingdom and Canada, parole systems revolve around evidence-based practices. These are risk assessment instruments, structured reintegration plan as well as community partnerships. These systems are characterized by focusing on offender accountability but also offered support networks to deal with the underlining causes of criminal behavior which may include addiction, unemployment and lack of education. Parole and probation officers also deal with high caseloads, which can be cited as one of the effectiveness limiting factors of these systems, along with the general distrust of the population towards the notion of the early-release programs and their potential threats (Fitzgerald et al., 2022)

Parole systems in Asia are varied and they are dependent on differences in legal traditions, socio-economic circumstances and

cultural values in the region. As an example, Japan focuses on restorative justice that implies the involvement of the community and makes the offenders responsible regarding their recovery. In the same way, Singapore uses strict supervision models in conjunction with vocational training initiatives to achieve the effective reintegration of parolees. Nevertheless, several Asian countries have a long way to go to receive the best results, including the lack of resources and stigma in society (Zahari et al., 2024).

The parole system in Pakistan is contained in the Probation of Offenders Ordinance of 1960 and the Good Conduct Prisoners Probationer Release Act of 1926. Even though parole is constitutive in nature, it is not fully utilized or funded in the criminal justice system of the country. Punjab Probation and Parole Service (PP&PS) is the major stakeholder involved in the rehabilitation of offenders in Punjab, which is the largest province of Pakistan. The service deals with tens of thousands of offenders annually and aims at providing alternatives to custody by battering and structured supervision, skills development schemes and community re-integration projects. Nevertheless, major issues are still in place, such as the lack of resources, unwillingness of society to accept rehabilitated offenders, and large caseloads of parole officers (Shahbaz et al., 2023).

In late modernity, there have been heightened crimes thus the number of people confined in prisons has raised. The role of the parole officer is two-fold, as the rehabilitator, who enrolls the prisoner into programs of successful readjustment into the society, and as the surveillance agent, who makes sure that recidivism and violation do not occur. This system equips the parolees with attitudes and skills needed to achieve successful reintegration. This research will aim at identifying the challenges facing parole officers in rehabilitating criminals. This paper presents a discussion on the aspects of parole officers in Punjab, Pakistan, in the international context. It examines the achievements, obstacles and reforms needed to strengthen the efficiency of parole system in reforming and integrating offenders (Sklansky, 2018).

Objectives of the study

1. To find the role of parole officers in the supervision of offenders in Punjab Pakistan.
2. To find out the current situation of prisoners in Punjab Pakistan.
3. To find out the challenges faced by parole officers in the rehabilitation process.
4. To discover the hurdles and hindrances of parole officers during rehabilitation

Literature review

The literature review will be based on the duties of parole officers, the state of prisons, challenges and problems that parole officers encounter when rehabilitating prisoners in the different parts of the world. This entails Asia especially focusing on how things are in Pakistan. Parole officers have a major role in the rehabilitation of the offenders and this has been highly debated in different jurisdictions. Parole systems around the world have transformed to become less punishment-oriented to rehabilitative-based models that also focus on mitigating recidivism and reintegrating the offenders into the community, as well as restorative justice. This movement represents a recognition that punitive incarceration without other supports is insufficient to deal with the roots of criminal behavior or to equip criminals to re-enter their societies successfully.

Research on global parole systems highlights their potential to reduce prison overcrowding and lessen the economic burden of incarceration. Studies indicate that when parole is effectively implemented, it can lower recidivism rates by providing offenders with structured supervision, access to rehabilitation programs, and opportunities for employment and social reintegration. In countries such as the United States and the United Kingdom, parole officers play a crucial role in managing offenders'

transitions from prison to community life. They offer psychological support and ensure compliance with legal requirements. Additionally, specialized parole officers are often trained in risk assessment and therapeutic interventions, which help address the psychological and social factors contributing to criminal behavior (Joseph, 2021).

Since diverse legislative frameworks and sociocultural circumstances shape parole and probation systems, the function of parole officers in the rehabilitation of criminals has attracted a lot of interest in Asian nations. Even if new programs like vocational training for prisoners show potential, parole officers in India operate in an overworked system with few resources and deal with issues like overcrowded jails and social stigma (Viglione & Labrecque, 2021).

Bangladesh's parole system is still in its infancy, and parole officials encounter challenges including poor training and low public awareness. Although the parole system in Malaysia is more organized and emphasizes reintegration via skill-building and community service initiatives, public mistrust and resource limitations still exist. Conversely, China incorporates parole into its larger social governance framework, prioritizing community engagement and offender monitoring; yet, problems like as uneven policy implementation and geographical inequalities compromise its efficacy. In those nations, parole officers are essential, but societal and structural issues constrain their ability to effectively support criminal rehabilitation (Chu et al., 2024).

In Pakistan, the probation and parole system is an essential part of the criminal justice system and helps with the conditional release of criminals. Home Departments of Punjab, Sindh, Baluchistan, and Khyber Pakhtunkhwa administer these procedures through the Provincial Directorates of Reclamation and Probation. Under the direction of a Director of R&P and with assistance from officers and administrative personnel, each Directorate seeks to minimize imprisonment expenses, reduce prison congestion, and rehabilitate criminals. Despite consistent operations under legislation such as the Probation of Offenders Ordinance (1960) and associated regulations, a lack of infrastructure, political backing, and money hinders efficacy (Winston & Buhori, 2019). The current system for rehabilitating prisoners in Pakistan may not be as advanced as expected, but it does have basic elements in place corresponding to different stages of the rehabilitation process. The crime rate in Pakistan is currently 4.2%, which is higher than in other countries when considering relative population levels. These unfavorable numbers pose a threat to both societal peace and the long-term effectiveness of Pakistan's criminal justice system (Lucken, 2022).

According to the Supreme Court 41 data, there are still over 1.9 million cases awaiting a decision. This substantial accumulation of cases indicates that the criminal justice system of Pakistan has exceeded its capacity and is overwhelmed. The sole solution may lie in the rehabilitation of offenders, thus alleviating the strain on the criminal justice system. Pakistan is now in the early stages of developing its rehabilitation mechanism. However, there are several methods by which the rehabilitation of offenders is conducted in the country. The rehabilitation system operates at various levels (Kanwel et al., 2023).

The rehabilitation of offenders depends on various strategies that parole officers are responsible for implementing. These strategies include educational programs, vocational training, substance abuse counseling, and social reintegration efforts. Studies emphasize that parole officers should be trained not only in supervision but also in therapeutic and counseling roles to address the emotional and psychological needs of parolees. Effective parole officers combine punitive measures with rehabilitative support, guiding offenders toward desistance from crime while ensuring community safety (Missanga, 2023).

In Punjab, the probation and parole has been praised for integrating innovative practices, such as skill development initiatives and collaborations with local institutions, to aid offenders in their reintegration. These efforts reflect a broader trend toward evidence-based practices in offender rehabilitation, which are shown to reduce the likelihood of recidivism and promote long-term societal benefits. However, ongoing challenges persist, such as underfunding of probation services and the limited

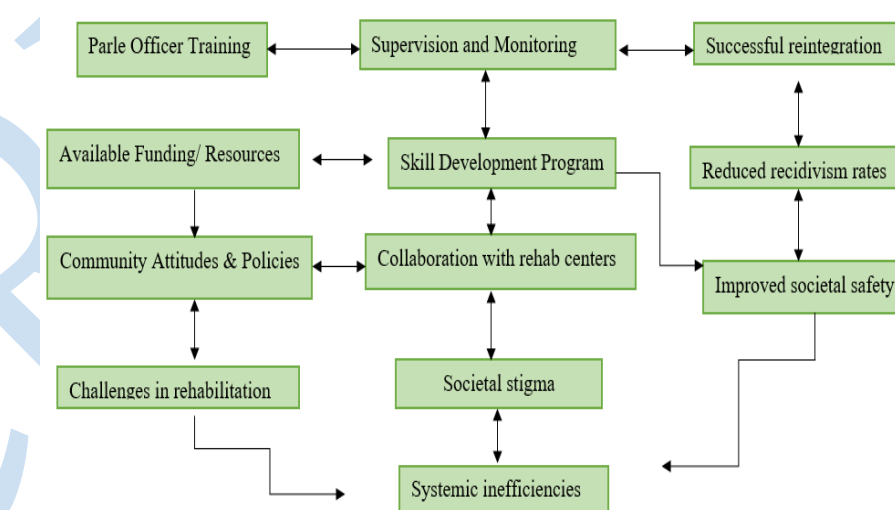
availability of rehabilitation programs, which restrict the effectiveness of parole officers (Ali et al., 2024).

Theoretical and conceptual framework

This study adopts a restorative justice framework to address harm from criminal behavior through offender accountability, community involvement, and reintegration support. Drawing on social learning and routine activities theories, it highlights how parole officers address issues like unemployment, substance abuse, and education gaps to influence offender behavior. Reintegration theory emphasizes structured parole programs and societal acceptance in reducing recidivism. Using systems theory, the study explores parole officers' dual role as supervisors and rehabilitators within the Punjab justice system, shaped by legal, economic, and social challenges.

This study explores the role of parole officers in Punjab, Pakistan, in rehabilitating offenders and supporting their reintegration into society. It examines how they assess offenders' needs, plan transitions, and collaborate with police and community organizations. Despite challenges like heavy caseloads and limited resources, parole officers play a crucial role in helping offenders rebuild their lives and contribute to society. The study's conceptual framework is shown below. It shows the connections between the following: mediating variables (systemic inefficiencies, social stigma), outputs (reintegration, recidivism reduction, and society safety), processes (parole officers' functions), and inputs (training, resources, and community attitudes). The structure of the conceptual frame for this study is given below.

Role of Parole Officers in Rehabilitation of Offenders



Research Methodology

This study used qualitative research to explore people's thoughts and perceptions, providing deeper insights than quantitative data by examining phenomena in their natural contexts. A qualitative phenomenological research design was selected for this study. Phenomenological analysis effectively gathers firsthand information from those directly involved in the event. (Creswell, 2013).

The interpretative paradigm was chosen for this study. According to Schwandt (2001), social studies have shifted from logical positivism to interpretation, emphasizing that understanding the meaning of human actions is essential to studying social interactions.

This study used the interview guide. Interviews were conducted with parole officers and offenders to explore the role of parole officers in rehabilitation. An interview guide ensures equal evaluation of participants and prevents important issues from being overlooked.

This study used a multistage purposive sampling method to ensure a representative sample of Punjab's parole system. Selecting participants carefully is essential for obtaining valuable insights for analysis. This research focused on the Sargodha Division in Punjab, specifically the districts of Sargodha, Mianwali, and Khushab, due to their notable number of parole officers and offenders. Out of 20 contacted parole officers, 16 participated based on their experience in supervising offenders. They were divided into two groups: 9 officers in Subgroup 1 and 7 offenders in Subgroup 2. To capture their perspectives, used tape recordings, transcripts, and field notes. Some experts declined interviews for organizational reasons and chose to answer in writing instead. Ensured the privacy of the recordings and kept both soft and hard copies for efficient data management. For the current study, an

interview guide was organized, following the general data analysis process. The data was analyzed using qualitative methods, specifically focusing on thematic analysis to identify common themes and patterns related to the study objectives. This approach provided a comprehensive understanding of the parole system in Punjab and the challenges encountered by parole officers and offenders Seidman (2006).

Data analysis

Thematic analysis was employed to explore participant perceptions of parole officers' roles in the social rehabilitation of offenders. This analysis highlights key themes from structured interviews, focusing on the responsibilities, challenges, and obstacles faced by parole officers in the rehabilitation process. Four main themes and related sub-themes provide an overview of their role and the issues they encounter. Thematic analysis is a flexible qualitative method for identifying recurring themes in data, suitable for various research contexts like ethnography and phenomenology. It reveals patterns beyond isolated incidents or behaviors (Braun and Clarke 2012).

1 Theme: Supervision of offenders by parole officers in Punjab Pakistan

One of the most important aspects of the legal system for criminals in Punjab, Pakistan, is the parole officers' supervision of offenders. They connect parolees with essential services like job training and housing aid, hold frequent meetings with them, and offer counseling.

1.1 Sub-theme: Parole Officers' Responsibilities

Parole officers have a lot of responsibilities, most of which are related to support, compliance, and monitoring. Parole officers monitor the behavior and activities of those under their supervision by conducting routine assessments and check-ins, which reduces the likelihood of reoffending.

Additionally, the respondent shares their responsibilities as here:

Respondent said that:

I interview and evaluate criminals for parole eligibility, collaborate on parole programs, set release goals and terms, and monitor conduct through home visits, job checks, and drug testing.

Another shared:

Parole officers offer guidance and support for programs such as schooling, drug rehab, and career training while enforcing parole requirements and addressing infractions or non-compliance.

Another replied:

The parole officer collaborates with social services, community groups, and other criminal justice authorities to assist parolees in reintegration into society. The officer accurately records and tracks all conversations, evaluations, and interventions with parolees.

Parole officers assess and monitor released criminals, setting terms for their reintegration. They ensure compliance through home visits, job checks, and drug tests while guiding education and career training. Collaboration with social services and accurate record-keeping support this process.

1.2 Sub-theme: Offender Monitoring by Parole Officers

Parole officials who regularly monitor offenders can identify any possible violations early on and take appropriate action to address the concerns and stop additional criminal behavior. The respondent shares their view here:

Respondent shares that:

Parole officers employ various techniques to monitor the criminals they supervise. They hold regular meetings with parolees to discuss their progress and address any issues. Officers also visit parolees' homes to check on living conditions, ensure compliance with release terms, and identify potential risks.

Another said:

Parole officers use a variety of techniques in monitoring offenders because they are criminals and keep an eye on their activities and behaviors. officers conduct visits to their houses. Parole officers conduct drug tests randomly to monitor offenders for substance abuse.

Another explored:

As parole officers, we work actively to monitor the offenders during the parole period. Parole officers to guarantee coordinated monitoring efforts and gather information, parole officers maintain channels of communication open with parolees, their families, employers, treatment providers, and other appropriate organizations.

To ensure that the offender is complying with the conditions set by the parole, the parole officers supervise them by having frequent meetings, visiting the home of the offender, checking up on their jobs and conducting random drug tests to check drug use. They apply such methods as electronic monitoring and family communication, employer and treatment provider communication. Such initiatives aid in monitoring the behavior, managing the risks, and facilitating rehabilitation on parole. Effective coordination ensures accountability and progress.

1.3 Sub-theme: Parole Compliance Strategies in Punjab

The Punjab, Pakistan parole compliance strategies are set to be effective to supervise the prisoners in the region taking into consideration the unique social, cultural and legal conditions of the region. Technology is also applied where parole officials monitor the movements and activities of the parolees, including smartphone applications and electronic monitoring. Cultural awareness and tailor-made interventions are also emphasized to facilitate the trust and cooperation between parolees and parole officers.

The respondent said that:

Parole officers inform and train parolees on the importance of following parole rules, consequences of failure to comply, and ways of returning to the society without complications parole officers set clear and achievable targets of behavior, obligations and activities.

Participant 2 replied:

When the condition of parole is violated by a parolee, prompt and efficient actions are undertaken by the parole officers. These options involve a step up in monitoring, curfews, community service work or temporary detention which are taken to deter any further un-compliance.

Another Participant (P-6) answered:

The work of parole officers is to monitor the parolees by making frequent contacts with them, visiting them at their residence, verifying their employment, and drug testing. Positive reinforcement methods used by officers include giving praise, rewards, or the chance to have less supervision or more privileges.

To control that the parole is followed, parole officers check in with them, visit, and test them to make sure that they are adhering to the parole, and deal with violation with consequences such as additional supervision or arrest. They employ a positive reinforcement to make them obey and teach parolees about the necessity to obey terms. Officers facilitate re-entry into society by identifying specific goals and correcting the underlying problems.

Sub-theme: Parole Officer Support Services for Reintegration in Punjab

The parole officer support service (reintegration) is meant to enable people to smoothly get back to the society in Punjab, Pakistan. Parole officers in Punjab give guidance and counseling to the parolees in order to help them go through the challenges including finding employment, accommodation, healthcare and education. Here the respondent gives their experiences:

The respondent answered:

Parole officers are very important in the process of assisting the offenders get back to the society. Providing employment supports, including job search resources, resume writing assistance, interview coaching and referrals to vocational training programs is one of the ways through which I do this.

Another said:

Parole officers help offenders access education, vocational training, and job skills programs. They address addiction by linking them to counseling, support groups, and rehab services.

Another replied:

Parole officers support offenders' mental health through therapy, counseling, and treatment. Officers promote family reunification via counseling, mediation, and support services.

Parole officers aid reintegration by offering job search resources, interview coaching, and vocational training referrals. They help offenders secure housing through rental assistance and supportive agencies. Officers address education, addiction, and mental health needs via counseling, rehab, and therapy. They also support family reunification through mediation and support services.

Sub-theme: Collaborative Efforts Enhance Offender's Rehabilitation

Opportunity for offenders to undergo rehabilitation is greatly improved when parole officers, community organizations, and other stakeholders work together. Coordinating with community

service providers, parole officers ensure that people have access to necessary resources including housing, help finding work, mental health care, and drug rehab.

The respondent expresses:

Parole officers collaborate with law enforcement, courts, and corrections to share offender histories, risks, treatment progress, and supervision needs.

Another replied:

Parole officers ensure treatment continuity and coordinated supervision by collaborating with justice authorities, reducing gaps, and recidivism, and improving accountability.

Another answered:

parole officers collaborate with organizations to provide offenders access to mental health care addiction treatment, housing aid, and education. These resources enhance rehabilitation reintegration and supervision effectiveness.

The parole officers work with justice systems and organizations to exchange information, guarantee continuity of supervision, and offer services such as mental health treatment, substance use disorder treatment, shelter, and education. This minimizes recidivism and helps with reintegration.

2. Theme: Prisoner Conditions in Punjab Pakistan

The conditions in Punjab prisons in Pakistan have been a subject of criticism due to overcrowding, poor infrastructure and limited access to legal and medical assistance. Overcrowding is a recurring issue that leads to inhibiting living conditions and heightened animosity amongst inmates.

2.1 Sub-theme: Prison Living Conditions in Punjab: hygiene safety, basic services

The conditions of living in prison in Punjab, Pakistan, are regularly under the scrutiny due to the concern regarding the safety, sanitary conditions, and access to the necessary facilities. Overcrowding is a far-reaching issue that causes inadequate living areas and poor sanitary conditions, which may pose a threat to the health of inmates.

The respondent replied:

Hygiene in our jail prison depends on the jail conditions, overcrowding and availability of sanitation, clean water and toiletries.

Another said:

Safety in jail is very important to both the inmates and the staff which is facilitated by means of access control, security measures, surveillance and proper staffing.

Another replied:

In Punjab jails, food, water, boarding, health care, education and vocational training are given. The quality of the services differs depending on personnel, funding as well as partnerships, reinforcing rehabilitation and reintegration.

Punjab prisons are experiencing hygienic problems because of congestion and sanitation. The safety is ensured by security measures, staffing and surveillance. Although the provision of basic services such as food, medical care and education is provided, their quality depends on resources and partnerships, which helps in rehabilitation and reintegration.

Sub-theme: Overcrowding Measures and Humane Treatment in Punjab

The situation regarding prison overcrowding and inmate decent treatment promotion is an ongoing but challenging situation in Punjab, Pakistan. In order to decongest the overcrowding, numerous measures have been implemented including construction of new prisons, expansion of existing prisons as well as speeding up of court cases. The respondent told of the overcrowding precautions and of the treatment of humans here:

The respondent answered:

To manage the growing population of the prisoners, the authorities in the Punjab jails resolve to construct new jails. One way to accomplish this is by decreasing the overcrowding in our prisons by reducing the amount of offenders incarcerated and putting alternative sentencing methods into practice; i.e. diversion programs to deal with non-violent offenders..

Another expressed:

In this jail overcrowding of offenders awaiting trials and remanding them to jail only to be released after short durations is established through sentencing guidelines, criminal justice policies and the bail processes and procedures.

Another explored:

By investing in rehabilitation and reintegration initiatives in prisons, recidivism rates can be reduced and prisons can prepare inmates better to easily readjust into society upon exiting prison.

Participants Punjab jails sought to decrease pretrial incarceration through sentencing, policy, and bail reform. Rehabilitation and reintegration programs can reduce recidivism and facilitate transitions when properly funded. Overcrowding is addressed through expansion of facilities and alternative such as the diversion programs.

2.3 Sub-theme: Punjab Government Support for the Rehabilitation Program

The Punjab government of Pakistan has taken a few measures in facilitating the programs that reintegrate criminals into society and reduce recidivism. Such initiatives usually need to collaborate with various stakeholders, such as law enforcement, non-governmental organizations (NGOs), and community-based organizations

The respondent answered:

Communities and prison-based rehabilitation and reintegration efforts takes funds and resources to help the society.

Another said that:

The parole officers liaise with the community-based organization, civil society organization, and non-governmental organizations (NGOs) in delivering rehabilitation and reintegration services.

Another replied:

The officers Present the convicts with educational opportunities including adult literacy programs, formal education programs and skills training programs to increase their employment chances upon release and facilitated re-entry into the society

Community and prison rehabilitation programs are financed by the societies. Through NGOs, parole officers provide education, literacy and skills training which increases employability and facilitates post-release integration.

Sub-theme: Challenges and Initiatives in the Punjab Prison System

The Punjab jail system in Pakistan has a number of problems that include overcrowding, unhealthy sanitary conditions, limited access to health services and barriers to rehabilitation and reintegration. Of difficulties here the prison said:

The respondent answered:

Overcrowding in jails of Punjab is a severe issue which leads to poor living conditions, increased tension among the prisoners and difficulties in providing adequate services.

Another said:

Poor infrastructure is a menace in most jails in Punjab characterised by broken buildings, poor sanitary amenities, limited access to electricity and clean water.

Another replied:

Security and safety of prisoners, staff as well as visitors is a major concern in Punjab prisons but can be challenging particularly in prisons that are poorly funded or those whose security facilities are outdated.

Due to the scarcity of resources, Punjab jails are overcrowded, have old infrastructure, and safety problems. Poor living conditions, conditions wars, poor sanitation and old security systems are a problem.

3Theme: Parole Officer's Challenges in Rehabilitation

Parole officers contribute to rehabilitation through compliance supervision, reintegration, mental health, addiction, and social issues, and accountability and support.

3.1 Sub-theme: Building Trust and Cooperation: Parole Officers' Challenges

The development of collaboration and confidence with parolees presents substantial hurdles for parole officials. Building a relationship with someone who has a criminal record and a history of incarceration takes time, compassion, and constancy. According to respondents' offenders have mistrust for those in positions of power and regard parole officials with suspicion or fear.

Respondent shares that:

Offenders often fear authority and feel stigmatized, hindering rehabilitation. I build trust through empathy, respect, and clear communication, creating a supportive, nonjudgmental environment for effective reintegration.

Another answered:

Some criminals I observe challenge authority and view me as a rule enforcer rather than a recovery partner. To overcome this, I focus on building a respectful, understanding partnership during rehabilitation.

Another replied:

Effective communication and understanding between parole officials and offenders can be hampered by linguistic and cultural difficulties, especially in ethnic or immigrant populations.

Officers responded some see them as enforcers, but officers build trust through empathy, respect, and clear communication, fostering effective rehabilitation. Cultural and language barriers hinder communication with offenders, especially in diverse populations.

3.2 Sub-theme: Balancing Reintegration Readiness and Public Safety

Parole officers balance public safety with offenders' reintegration by prioritizing safety, assessing individual risks, and implementing proper supervision to protect the community. The respondent expresses the balancing reintegration readiness and public safety here:

Respondent expresses that:

Officers conduct thorough evaluations, considering criminal history, behavior in prison, employment, rehabilitation progress family support, mental health, substance abuse, and accountability. This approach helps us to assess the needs risks and strengths of each offender.

Another participant said:

The Parole officers rely on validated risk assessment tools to determine the probability of a convicted criminal committing another crime or breaking the conditions of their parole.

Another explored:

In order to ensure close monitoring of the conformity and behavior of criminals under their supervision, some of the techniques employed by parole officers entail frequent visits, house visits, drug tests, electronic tracking, and even employment verification.

Parole officers use assessments of criminal history, conduct, and personal characteristics to determine the needs and dangers of offenders. They use risk assessment tools to track adherence to drug testing, employment verification, house inspections, and check-ins.

Sub-theme: Coordinating Support Services for Paroles

To meet the numerous needs of the parolees, the parole officers have to navigate complicated systems, which involve social assistance, mental health treatment, rehabilitation, and vocational training. The answers of the respondent are as follows:

Respondent replied that:

There are different agencies and organizations offering support to offenders, and each of them has its own funding, regulations, and eligibility. Communication, cooperation and partnership are essential in the coordination of these services.

Other respondents stated that:

In low-income neighborhoods where many people are unemployed, offenders often lack access to assistance resources, including shelter, therapy, and employment. There are no adequate funds and resources to take care of their different demands.

Other respondents indicated that:

Geographic factors make it harder on the supervised parolees to access support services especially areas with limited transportation options or suppliers. Access equalities and service coordination over wide localities may be challenging.

In low income neighborhoods, offenders do not get much help due to lack of finances and resources. In transit-poor neighborhoods, the accessible parolees are geographically challenged. Organization of the equal services and cooperation are necessary.

3.4 Sub-theme: Addressing Mental Health and Substance Abuse

Parole officers face challenges addressing parolees' mental health and drug issues, which hinder successful reintegration into society.

Respondent shared that:

Parole officers screen offenders for mental health and substance abuse using assessments, medical records, and counselor input.

Another respondent said that:

Parole officers refer offenders to therapy, counseling, psychiatric care, and rehab, coordinating with providers to ensure timely, appropriate treatment.

Another respondent replied that

Offenders with immediate assistance in the event of a mental health or drug crisis, parole officers connect them to hotlines, emergency services, or experts.

Parole officials send convicts to get right treatment after checking them for drug use and mental health issues. They link criminals to hotlines, emergency services, or experts in times of crisis so they may get treatment right away.

5 Sub-theme: Strategies for Overcoming Barriers in Offender Community Reentry

Parole officers are confronted with mental health and drug problems of the parolees that extent to successful reintegration into the society.

Respondent informed that:

Assessment, medical records, and counselor feedback help parole officers screen offenders makeshift mental health and substance abuse.

Another respondent told that:

Parole officers make referrals to therapy/counseling, psychiatric and rehab and make arrangements with the providers to get the offender treated at the right time and in an appropriate manner.

Another respondent answered that

Parole officers may relate offenders to hotlines, emergency numbers, or professionals in cases of an immediate need of help in case of a mental health or drug crisis.

After screening the convicts on drug use and mental illness, parole officials dispatch them to receive right treatment. They connect criminals with hotlines, crisis services or specialists during the crisis period so that they can receive treatment immediately.

4 Theme: Parole Officer's Hurdles in the Rehabilitation Process

During the process of rehabilitation, parole officers face certain challenges which they should address in order to bring persons back to the society. It is often that parole officers have to deal with limitations in resources and structural barriers in dealing with these challenges in creating a balance between accountability and helping hand.

4.1 Sub-theme: Limited Resources

A lack of resources is one of the greatest challenges facing parole officer in the rehabilitation process; this could be in the form of staff shortage, funding, inability to access the needed tools and technologies.

The interviewee stated:

With strained resources, parole officers find it more difficult to refer the offender to the necessary services, such as mental health counseling, rehab, training, and housing and job programs.

Another expressed:

Lack of local rehabilitations program providers means that parole officers have a hard time referring an offender to such programs so that they can address the various needs of an offender.

Another explored:

Inadequate funding has limited access to professional development and specialized training by the parole officer in the fields such as mental health, drug abuse and reintegration thus complicating the ability to handle complex rehabilitation requirements.

Scarcity of resources and funding obstructs the ways of parole officers in linking offenders to the required services, to refer the offenders to the local rehab programs, and to obtain the required training, which affects the successful rehabilitation.

4.2 Sub-theme: Legal and Bureaucratic Challenges in Parole Officers

With the job of parole officers also comes legal and administrative hurdles that may hamper their ability to deal with parolees in a proper manner and hamper their capability of helping the parolees in their recovery.

The answer posted:

The problem of privacy laws confronts parole officers when exchanging information with stakeholders about the offender, which makes it difficult to work together with social services, treatment facilities and health care service providers.

Another respondent

Red tapes, lack of modern technology, and unreliable data-sharing guidelines negatively affect the communication and cooperation of parole officer with stakeholders.

Another told that:

Jurisdictional difficulties also affect parole officers when they have to work in tandem with other regions because they have to deal with disparate laws, rules, and procedures that make coordination and integration of services extremely difficult.

Privacy laws, Bureaucracy, old Technology and Legal jurisdictions make it difficult for Parole officers to share information, communicate, and cooperate with each effectively across the regions.

4.3 Sub-theme: Caseload Management Challenges for Parole Officers

With the job of parole officers also comes legal and administrative hurdles that may hamper their ability to deal with parolees in a proper manner and hamper their capability of helping the parolees in their recovery.

The answer posted:

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Privacy laws, Bureaucracy, old Technology and Legal jurisdictions make it difficult for Parole officers to share information, communicate, and cooperate with each effectively across the regions.

Conclusion

The cause of parole in the globe is a complex and diversified historic process, which had received different shaping in various countries. Parole is a scheme/program under which prisoners are released before full jail term but they are under restrictions and supervision. The concept of parole can be traced back to as early as the 19th century, after which it has been adapted and borrowed by many countries. The introduction and evolvement of system of parole across the globe has been contributed by a multiplicity of factors which includes; the transformation of criminal justice ideologies and punishment, and the social disposition towards rehabilitation and reintegration. Over the years, parole has been seen as a means of solving problems of overcrowding of the prisons, lessening the cost of holding the prisoners in prison and also helping to bring the offenders into the society but their acts are supervised. Criminals are the people who have gone against the law or any other restrictions. The criminal justice systems tend to label people, who have been convicted of breaking the law, as offenders. Prisons are structures erected by the governments to detain people who have been confirmed guilty of having committed a crime and condemned to give a penalty by serving time in prison. Prisons have two main functions, one is to hold people accountable to their misdeeds and the other is to prevent any further harm to the society.

The other alternative thing that prisons could be put into is a rehabilitative destination whereby the prisoners could be allowed to spend their time in prison getting counseled, educated and trained in job skills that would enable them once again become useful members of the society upon their release. Prisons are usually characterized with stringent rules that guide the behaviour of the inmates such as visiting, communication to the outside world and receiving medical care. Several programs are suggested by the parole officers among them being education, drug treatment and career preparation. Due to excessive workload, parole officers can less readily craft an individualized supervision plan that takes into account the needs, risks and strengths of the particular offender. Parole officers are confronted with bureaucratic and legal issues at work which might make their job of assisting parolees during their recovery process difficult. Bureaucracy of sorting out the various pieces of legislation and regulations involved in parole supervision is another big hurdle as this can differ tremendously between countries and pose a challenge to delivering evidence-based practice. There are also strict rules of procedures and paper work that apply to parole

officers and this may be tedious and inhibit the direct assistance that these officers may give to their clients.

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